



Australian Government

SIFXCSS003 Advise on pre-need funeral and burial products and services

Release: 1

SIFXCSS003 Advise on pre-need funeral and burial products and services

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to advise on, and finalise selection of the appropriate pre-need funeral and burial products and services to meet client needs. It applies to funeral home and cemetery and crematorium staff who work autonomously with limited supervision in a sales role, and whose work is performed according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Client Service and Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|--|--|
| 1. Identify needs of clients. | 1.1 Identify particular needs of clients through consultation.
1.2 Provide clients with information about the range of pre-need products and services.
1.3 Locate information from other sources or refer clients to supervisor, where information is not immediately available. |
| 2. Respond to client needs using sales principles. | 2.1 Match pre-need products or services to client needs.
2.2 Provide information of benefits and features of pre-need product or service to clients.
2.3 Provide options and suggestions for personalising products and services. |

- 2.4 Identify, monitor and respond to client objections.
- 2.5 Provide information on costs and available financing arrangements.
- 3. Finalise the selection of pre-need products and services.
 - 3.1 Confirm client decision.
 - 3.2 Identify and access relevant documentation and agreements.
 - 3.3 Complete documentation according to workplace policies and procedures.
 - 3.4 Process financing and non-cash transactions according to relevant legislation and workplace policies and procedures.
 - 3.5 Check cash transactions and tender change as required.
 - 3.6 Prepare and issue receipts and relevant documents to clients.
 - 3.7 File and store documentation according to workplace policies and procedures.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFSLS002A Sell pre-need funeral and burial products and services.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

Assessment Requirements for SIFXCSS003 Advise on pre-need funeral and burial products and services

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- interpret client requirements
- apply product knowledge to provide options and suggestions to meet client needs
- complete financial arrangements according to relevant legislation, including processing cash and non-cash transactions.

Evidence of performance providing advice to two or more different clients is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- communication techniques used in consulting with clients on products and services, including:
 - active questioning
 - active listening
 - negotiation skills
 - appropriate choice and use of language
 - non-verbal communication
- range, benefits and features of funeral products and services, including support service options, price, materials and differences between products, including:
 - funeral arrangements
 - embalming arrangements
 - cremation arrangements
 - burial arrangements
 - coffins or caskets
 - coffin or casket accessories
 - burial plots
 - mausoleum crypts
 - headstones
 - grave markers
 - urns

- nameplates
- alternative information sources to expand on product knowledge, including:
 - past and present staff members
 - relevant industry associations
 - books, magazines, newspapers and other references
 - internet
- basic principles and techniques for each stage of the sales process
- federal, state or territory, and local government legislation, regulations and codes of practice that may impact on the sale of funeral products and services, including:
 - Australian Consumer Law (ACL)
 - Funerals (Pre-paid Money) Act
 - Consumer Credit Code
 - Privacy Acts
 - financial institution requirements, including:
 - finance approval and processing procedures
 - credit card approval and processing procedures
 - cheque acceptance procedures
- documentation used in completing sales, including:
 - contracts of sale
 - invoices
 - receipts
 - financing documentation
- workplace policies and procedures in relation to sales services, including financing and financial transaction procedures
- social, religious and cultural differences and traditions that impact on advising on funeral and burial products and services
- professional funeral services industry parameters and protocols when dealing with the bereaved.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - an environment where consultations relating to funeral and burial services can be conducted
 - communication technologies and computers
 - documentation, including product information and workplace pricing and financing options
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role

- speed and timing requirements that reflect commercial operating conditions
- interaction with clients with varying requirements and requests

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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